

Refuge

For women and children.
Against domestic violence.

Children's Support Worker

Role profile

About the role

This is an opportunity to join Refuge as a **Children's Support Worker** to provide high quality practical and emotional support to survivors of domestic violence and their children living in our refuges.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.



Salary

£21,361.09 per annum

Employment term:

Permanent, Part Time, 30 hours per week

Location:

Warwickshire

Closing Date

11:59pm on 13 December 2026

Interview Date

21 December 2026 (Remote)

Job description

JOB TITLE:
Children's Support Worker

DIRECTORATE:
Service Delivery

REPORTS TO:
Children's Service Manager

LOCATION:
Warwickshire

WORKING HOURS:
30 hours per week

WORKING PATTERN:
9.30am – 5.30pm, Monday - Thursday

Role Outline

The job involves working closely with children and their parents who are living in our refuges escaping domestic violence and other forms of violence and abuse. A key requirement is to provide personal welfare support and to ensure that women are provided with a safe, supportive, and welcoming environment.
The post holder will support children who have witnessed or experienced domestic violence and plan and provide stimulating, safe, and appropriate play opportunities.

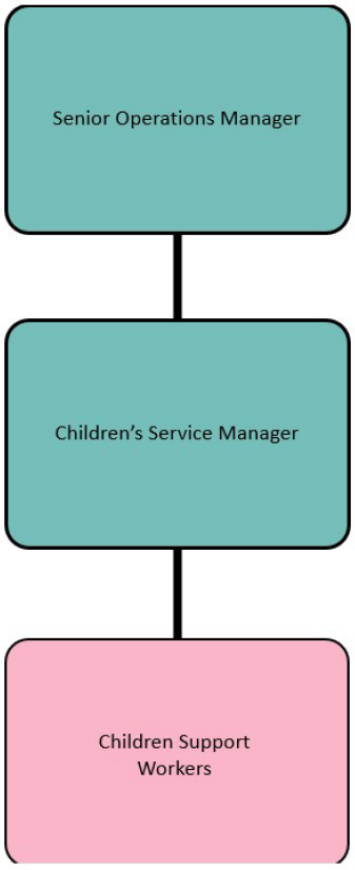
Key Accountabilities

- To create a safe, supportive and welcoming environment for newly arrived children.
- Planning and provide stimulating play opportunities to encourage children from all backgrounds to develop and express themselves through play.
- To take an active role in leading play activities during school holidays and after school.
- To work closely with refuge workers to provide practical information and assistance to women about local services for children, such as play schemes, nursery or schools.
- To provide fun and creative activities for children and their parents together where appropriate.
- To undertake risk assessment for all activities to ensure that all health and safety requirements are met.
- To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the Service Manager, or if unavailable another manager.
- To provide childcare so that parents can speak freely about their experiences of abuse and make safety plans without their child being present and to enable them to attend meetings with solicitors, police and other agencies.
- To work with refuge workers to ensure a package of support is provided to children and their mothers, ensuring sensitivity to cultural needs and to address issues such as discrimination and other barriers to accessing services.
- To set up and maintain an inventory of all equipment and resources.
- To undertake administrative tasks and keep records of service activity as required. This will include providing details to the fundraising team so they can update funders.
- To be an ambassador for Refuge, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and their children.
- To work within Refuge's quality management system following all policies and procedures.
- To report any problems/difficulties/complaints to the service manager and participate in follow up investigations as required.
- To maintain confidentiality and to ensure that professional boundaries are observed when working with residents, staff and external bodies and to work within Refuge's Code of Conduct.
- To maintain the security and well-being of survivors of domestic violence and their children within the premises, and to communicate immediately with the Services Manager any breaches of security, house rules or occupancy agreements especially where there is concern about safety.
- Ensuring that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
- To complete health and safety checks and risk assessments for all activities and trips with children and families
- To promote and ensure safe working for self and others by strict adherence to Refuge Security procedures and Health and Safety policy.
- To support the management of health, safety and security within dispersed accommodation, including carrying out and recording regular fire and health and safety checks, ensuring that fire equipment and fire doors are in working order and not obstructed.
- To ensure that all equipment provided by Refuge is in safe working order and that periodic testing and maintenance is carried out.
- To ensure that the accommodation is always attractive and comfortable and that a good standard of hygiene is maintained in the refuge.
- To carry out cleaning and other light manual duties when required.
- To arrange and supervise contractors, carrying out maintenance, window cleaning and cleaning of communal areas.
- To promote and support equality and empowerment within all areas of work.
- To represent and be an ambassador for Refuge, working in partnership internally and externally with other agencies to ensure an effective coordinated community response to survivors of sexual violence and their children.

Key Accountabilities continued

- Developing and maintaining positive, collaborative working relationships with other Refuge staff.
- Enhancing personal capability by undertaking continuous personal development activity and maintaining up to date knowledge.
- Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
- Demonstrating an understanding of and commitment to Refuge's values and to equity, equality, diversity and inclusion.
- To actively participate in Refuge's performance management processes including regular supervisions and development. (Please note this may involve travel to London)

Team structure



Person specification

Qualifications, Knowledge and Experience

- Good standard of general education or equivalent experience.
- Proven experience of working with children.
- First aid certificate or willingness to train
- Significant proven experience of working with children
- Experience of organising and providing play and other activities

Skills

- Knowledge of the dynamics and impact of domestic violence and other forms of violence and abuse and how best to support survivors.
- An understanding of health and safety requirements in providing services for children.
- Evidence of the ability to build and develop supportive relationships with individuals who may have complex needs.
- Understanding of and willingness to undertake training in Safeguarding and Child Protection.
- Evidence of the ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity
- Evidence of the ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient.
- Evidence of the ability to take responsibility for own actions and behaviour being able to reflect on previous experiences to improve own practice.
- Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent.
- Evidence of the ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required.
- Evidence of ability to plan and prioritise work activities.
- Demonstrable ability to use Microsoft Office (word, excel, outlook, access).

Person specification

Personal Qualities

- An interest in and commitment to the long-term success and development of Refuge.
- Acts as a role model for the organisation.
- Acts with integrity and shows a commitment to upholding professional standards.
- Demonstrates a commitment to follow Refuge's policies and procedures.
- Demonstrates a strong commitment to Refuge's values and principles including equality, diversity and inclusion.

Further information

Applications from Refuge Service Users and Survivors

Former Refuge service users and other survivors supporting Refuge in its external work including for fundraising, policy, media and press can apply for all externally advertised job vacancies.

Survivors that are currently using our services cannot apply for Refuge job vacancies. This restriction is for the survivor's safety and to ensure there is no conflict of interest. A confirmation of a conditional job offer to a former service user will be subject to a risk assessment. Where significant risks to Refuge and other service users cannot be mitigated, we may not be able to make a conditional offer of employment. If successful in securing the role, their data on Impact will be protected.

Our commitment to inclusive recruitment

Personal and sensitive information that you disclose on your application form such as your name, address and date of birth, will not be visible to hiring managers as they shortlist. Your education is only considered if it is a requirement of the role.

We want Refuge to be an organisation that is reflective of the society we are based in, therefore, we are committed to growing our diverse workforce. The diversity monitoring information you provide is confidential and helps the People and Culture team to understand where you would have seen the role and how we may need to do better in ensuring everyone who wants to work for Refuge is aware of the opportunities as they arise.

For more information on what we're doing, visit our website at*https://careers.refuge.org.uk/eedi* and *https://careers.refuge.org.uk/inclusive-recruitment*

disability confident EMPLOYER

We are a Living Wage Employer

Show The Salary

Safeguarding

Safeguarding is vital to our work, and we strive to prevent harm and promote and protect the welfare and safety of all adults and children that come in contact with the organisation. We have a collective responsibility to take a do no harm approach by prioritising the safety and wellbeing of the women and children accessing our services, as well as ensuring a duty of care to our staff and volunteers.

As part of this responsibility, we undertake basic disclosure checks (DBS) for all roles in accordance with the Codes of Practice and for our roles working directly with survivors, at an enhanced level check. Applicants are encouraged to apply for job vacancies, having a spent or unspent conviction will not automatically exclude you from being offered the role. If you are successful in securing the role, we will hold an open and measured discussion about any convictions that might be relevant to the role.

Data Protection Act

Refuge is committed to protecting your privacy. Information provided by you in your application form will be kept for the purposes of monitoring. It will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 12 months and then destroyed. If you are the successful candidate, relevant information will be taken from this form and used as part of your human resources record. All personal information that you supply to us as part of your application will be processed in accordance with prevailing UK Data Protection legislation.

By submitting your completed application form you are consenting to your personal data being used and held as described above. Please ensure that the information you give to us is correct and that you let us know of any changes immediately.